

Notes

Messaging and Server CoIN Discussion

Date: March 21, 2006

Time: 10:00 am to 11:30 am

Location: Commonwealth Auditorium, 4th Floor,

Richmond Plaza Building

110 South 7th St.

Richmond, Virginia 23219

Meeting called by:

Service Delivery Management (SDM) Task Force

Wirz, Chad (Sponsor)

Don Norwine – Server, Edwin Rodriguez – Messaging, Don Drew (Facilitators)

Attendance (39):

Rod Carpenter; Clark Ball, Josh Bruch, Jim Schultejans, Scot Jones, Cathie Franklin, Ed Sedillo, Jamey Stone, Alvin Hunter, Robert Burns, Michael Herb, Tom Gross, Sue Rhodes, Bill Tyson, John Kunkel, Lee Barden, Frank Stott, Inderpreet Singh, Veda Crawley, Tom Evans, Bruce Tarr, Bob Baird, Laans Hokanson, W.C. Powell, Keith Platter, Cathy Nott, Jim Peters, Dave Thompson, C. Blaise Gregory, Dave Matthews, John McHugh, Thomas Stewart, Mike Elliott, Joe Polemeni, Ric Anderson, Kathy Keller, Martin Bower, Debi Morrison; Charles Tweedy

Key Discussion Points:

- Messaging and Server CoIN Introductions (Don Drew)
- Implementation Timeline (Chad Wirz)
- Interim Period (Chad Wirz)
- Maintaining Current Operations (Chad Wirz)
- Proposed Task Force Functional Area Updates (Chad Wirz)
- SDM Task Force (Chad Wirz)
- SCD Activities to be addressed at Readiness Review (Chad Wirz)
- Facilities (Don Norwine)
- Server Solution (Don Norwine)
- Messaging Solution (Edwin Rodriguez)
- Questions (All)
- Future Topics (Don Drew)
 - Migration Tools for Exchange
 - HP OpenView
 - Virtualization
 - Altiris
 - Server Virus Protection

Issues/Questions:

1. There has been discussion about the move of servers from VITA Central at the Richmond Plaza Building (RPB). What about the servers located at the different Agencies?

Servers from the RPB will be moved to the new CESC data center in Chesterfield. This data center offers the benefit of a highly secured, tiered data center. Plans are to relocate and centralize as much of the Commonwealth computing resources as is feasible to take advantage of the centralized processes and benefits of the new data center infrastructures.

2. VITA has created its own Regions. Will NG use the same Regions?

NG will use the same regions as VITA initially.

3. How will User Administration be handled in the new Active Directory? How will synchronization and name changes be handled?

User Administration will be handled by the Centralized Management Operations Center (CMOC) which will handle user administration, systems monitoring and alerting, and systems maintenance and administration.

4. VITA has different server standards at RPB than the individual Agencies do. What are the plans to bring the Agencies into compliance?

We are in the process of developing Commonwealth wide standards, and will develop plans as a part of transformation to bring all servers into these standards.

5. What tools will be implemented for remote support of servers?

NG will be using HP OpenView, Altiris, Quest Tools and built in Microsoft tools.

6. What will be the role of Messaging and Server Support Staff at the Agencies once transformation occurs?

For the most part, they will be providing the same type of support that they provide today. However, because of transformation, staff may be trained to use new tools.

7. There may be some resistance by Agencies to standardize. Do you have a marketing plan?

This process begins with the signing of the Memorandums of Understanding between the Agencies and VITA. VITA also has a Change Management (people change, not technical change) and that is working this aspect of the project.

8. Will there be standards placed on the Operational side of Agencies for their applications?

VITA and NG will be publicizing Best Practices and encouraging Agencies to adhere to them.

9. Who will support applications that intricately linked to the Operating System?

NG will partner with the Applications owners to ensure that all problems are resolved.

10. Is there a cut-off date for the Agencies to stop buying servers?

No, but VITA wants to be involved in the planning and purchasing process. More official guidance is coming.

11. Will Enterprise Architecture Standards be enforced?

Yes. Exceptions will require approved business cases.

12. If we see that there are new projects involving servers and/or messaging, who do we notify?

Contact Don Drew at don.drew@vita.virginia.gov

13. There is a heavy support burden at RPB with a ratio of 50 servers per support staff. How will we support more?

NG is looking to leverage staff positions with system management tools to ensure that all Agency requirements are met.

14. Who is responsible for Security Architecture?

The Security Task Force will be responsible.

- **E-mail suggestions and questions to: Don Drew at don.drew@vita.virginia.gov**
- **Next meeting: April 18 (Tuesday) 10:30am – 11:30am**